



# iCue™ Managed Filtration Services FAQ

## What does Donaldson Managed Filtration Services offer?

Remote monitoring and condition-based maintenance and repair services

## What is the benefit of remote monitoring?

Remote monitoring allows Donaldson product specialists to monitor the performance of your equipment from a remote location in real-time. This allows Donaldson to identify issues related to your equipment performance so they can be proactively addressed before more time and cost-intensive action is needed.

## What is condition-based maintenance?

Condition-based maintenance is a proactive maintenance technique that utilizes sensors and real-time data to measure equipment performance. This data can help identify equipment maintenance needs, proactively identify equipment issues and optimize equipment performance.

## How do Donaldson iCue™ Managed Filtration services work?

Donaldson condition-based service plans monitor your equipment with our proprietary iCue™ Connected Filtration technology. When a performance parameter falls outside of desired levels, the system sends an alert to you and Donaldson staff. This helps reduce or eliminate schedule-based maintenance and unnecessary on-site inspections, giving you less disruption and helping reduce overall maintenance and operating costs.

## What is the value of these condition-based plans?

Our plans aim to deliver reduced cost of ownership, more uptime and better compliance information.

We do this by:

- Setting up the dust collector to meet the unique needs of your manufacturing process
- Monitoring the collector to ensure it is maintaining optimal performance
- Helping keep your collector operational through condition-based maintenance, parts and repair

## Are there different service levels?

Donaldson offers 4 condition-based service plans that are customizable to your unique needs:

**iCue™ Connect:** With the iCue Connect Service customers get access to the iCue dashboard, alerts, reports, and historical data. Connect customers will configure the account and alarm thresholds for their operation. If an issue occurs, the customer can use the real-time and historical iCue data to quickly troubleshoot and resolve the issue.

**iCue™ Monitor:** iCue Monitor customers get access to all the features of Connect, but their account will also be monitored by Donaldson's product specialists. When an alarm occurs the Donaldson team will review and troubleshoot. They will contact the customer directly with any recommended maintenance or service activities.

**iCue™ Monitor Plus:** iCue Monitor + provides all of the benefits of iCue Monitor, plus the ability of a customer to request an on-site technician be dispatched to their facility to help address an issue.

**iCue™ Montior & Manage:** iCue Monitor & Manage is an end-to-end solution for your dust collection Management, Donaldson product specialists remotely monitor your equipment for you and our on-site technicians manage your condition-based maintenance and repair needs for you.

### **How are Donaldson plans different from the other service plans?**

1. Donaldson's monitoring team monitors\* your collectors remotely and drives action when we see it needs service.
2. Donaldson technicians are factory-trained on condition-based maintenance and dust collector best practices.
3. Donaldson maintains detailed records and data on your service ensuring continuity over time.
4. Donaldson plans are available on nearly any brand and type of collector.
5. Donaldson plans utilize or include genuine Donaldson replacement parts and filters.

### **What does Donaldson monitor to determine if a collector needs attention?**

Our remote monitoring team tracks several key parameters to drive performance alerts including,

1. Differential Pressure across the filter set (are the filters okay?)
2. Airflow of the dust collectors (are you getting the evacuation you pay for?)
3. Compressed air feed to the dust collector (do the dust collectors have what they need to run properly and optimize filter life?)
4. Pulse Valve Health and frequency for collectors with up to three-manifolds (are the pulse valves firing accurately?)
5. Maintenance Hours of Service for the collector (Does the collector need regularly scheduled maintenance?)

Several additional sensors are available depending on your operational and data needs. (See optional sensors [here](#))

### **How quickly will Donaldson reply after an alarm?**

For Level 3 alarms, the most critical alarms, Donaldson's product specialists will review and respond, if necessary, within four business hours. For alarms that occur after normal working hours, they will respond within four hours of the start of the next workday.

For level 2 and level 1 alarms, Donaldson will review and respond within 24 hours.

### **How will Donaldson contact me?**

This depends on the severity and time sensitivity of the alert. For alerts that indicate an ongoing problem that is getting worse the longer it goes unaddressed, Donaldson will call all the contacts we have to notify them of the issue. For less critical, non-time sensitive alarms, emails may be sent describing the issue and recommended actions. Some alarms may not require any response.

### **How are alarm thresholds set?**

Donaldson will set alarm thresholds based on your collector type and application. The product specialists follow standard rules for setting alarms based on our experience with iCue and dust collectors. We will also work with you to customize the alarms if necessary. For example, if you have an air permit that defines the allowable range of differential pressure, we can set alarms based on those thresholds.

### **Will I still have access to the iCue Dashboard and alerts?**

Yes, all customers with a service plan will have access to the iCue Dashboard, reports and alerts, regardless of plan level.

## What manufacturers benefit most from a Condition-Based service plan?

- Manufacturers who utilize multiple (over 4) smaller cartridge-style dust collectors.
- Manufacturers who utilize 1 or 2 large collectors (baghouses) that are critical to production processes.
- Manufacturers who have compliance constraints, like air permits, and need to maintain and record service and data for 3rd parties or a corporate office.
- Manufacturers looking to standardize processes across their equipment or factory network.

\*Monitoring by Donaldson product specialists is only available on iCue Monitor, Monitor Plus and Monitor & Manage Plans.

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### Important Notice

Many factors beyond the control of Donaldson can affect the use and performance of Donaldson products in a particular application, including the conditions under which the product is used. Since these factors are uniquely within the user's knowledge and control, it is essential the user evaluate the products to determine whether the product is fit for the particular purpose and suitable for the user's application. All products, specifications, availability and data are subject to change without notice, and may vary by region or country.



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